PALAZZETTO MyVenice BOUTIQUE HOTEL

# CODE OF ETHICS AND BUSINESS CONDUCT

## 1. INTRODUCTION AND PURPOSE

This Code of Ethics sets out the values, principles and responsibilities that the owners recognise, accept and share. It is the foundation of our company culture and guides our daily actions. Compliance with the Code is essential to maintaining the hotel's reputation and service quality in a unique and fragile setting such as Venice.

## 2. GENERAL PRINCIPLES

- **Legality and Honesty:** We fully comply with applicable laws, the sector's National Collective Labour Agreement (CCNL) and municipal regulations.
- **Transparency:** Every transaction and interaction must be conducted with complete clarity and honesty.
- **Putting Guests First:** Service excellence is our primary objective. Every guest must feel welcomed with professionalism and warmth.

## 3. STANDARDS OF PROFESSIONAL CONDUCT

### 3.1 Appearance and Presentation (Uniform and Posture)

- **Uniform:** Employees must wear their complete uniform, clean and tidy. Any pins or identification badges must be clearly visible.
- **Personal Grooming:** Impeccable personal hygiene is required. Restaurant and reception staff must maintain a discreet, professional appearance.
- **Conduct in Guest Areas:** Eating, smoking or adopting unprofessional postures (e.g. leaning on counters or sitting in public areas) in the presence of guests is prohibited.

### 3.2 Use of Technology and Social Media

- **Personal Devices:** Smartphones may be used for personal purposes only during breaks. During service, phones must be stored in the designated areas.
- **Online Reputation:** Employees must refrain from posting content on their social media channels that could harm the reputation of the company, colleagues or guests. Tagging the hotel in posts showing unprofessional situations is prohibited.

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## 4. RELATIONS WITH COLLEAGUES AND THE WORKPLACE

- **Respect and Inclusion:** No discrimination on the grounds of race, sex, religion, sexual orientation or disability is tolerated.
- **Prevention of Harassment:** The company promotes a workplace free from any form of psychological or physical pressure. Offensive or harassing conduct results in the immediate initiation of disciplinary proceedings.
- **Teamwork:** Cooperation between Kitchen, Restaurant and Reception is at the heart of our success. Internal issues must be resolved through dialogue and mediation by the owners, never in front of guests.

## 5. ETHICS IN THE VENETIAN CONTEXT

- **Waste Management and Sustainability:** Venice's specific Veritas collection system requires strict compliance with collection times and waste separation. Every error leads to substantial fines for the company and harms the city's appearance.
- **Respect for Peace and Quiet:** Operations must cause minimal disturbance to nearby residents, particularly during night shifts and loading or unloading.
- **Water and Resource Management:** We are guardians of a delicate ecosystem. Every employee must monitor and prevent unnecessary waste of water and energy.

## 6. FINANCIAL INTEGRITY AND CONFLICTS OF INTEREST

- **Financial Transparency:** Soliciting tips or additional payments is strictly prohibited.
- **Conflicts of Interest:** Employees must not engage in activities that compete with the company or could adversely influence their professional judgement (e.g. recommending external businesses in exchange for undisclosed commissions).
- **Gifts:** Employees may not accept gifts or favours from suppliers that exceed a purely token value (e.g. customary Christmas gifts).

## 7. DATA PROTECTION AND PRIVACY (GDPR)

- **Guest Confidentiality:** Information about guests (names, habits, room numbers and payment details) is strictly confidential.
- **Business Confidentiality:** Operating procedures, purchase costs and business strategies belong to the company and must not be disclosed to third parties.

## 8. HEALTH AND SAFETY

- **Food Hygiene (HACCP):** For kitchen and restaurant staff, compliance with hygiene procedures is a moral responsibility towards guests' health.
- **Occupational Safety:** Every employee must use the personal protective equipment (PPE) provided and promptly report hazards or equipment faults.

**9. DISCIPLINARY SYSTEM**

Failure to comply with this Code of Ethics may constitute a breach of contractual obligations, with the consequences provided for by law and the applicable National Collective Labour Agreement (CCNL), ranging from a verbal warning to dismissal, depending on the severity.

Venice, 15 April 2026

Legal Representative